

CLAIMS

1. A computer system comprising a first network connected to a plurality of further networks,
 - (a) the first network including a plurality of client computers and a first server computer, having log-on software for allowing a user at any one of the client computers to log on to the first server computer,
 - (b) the further networks having respective firewalls, the first server computer having permission to access the further networks through their respective firewalls,
 - (c) each of the further networks including a further server computer having log-on software for allowing a user currently logged on at the first server computer also to log on to the further server computer through the first server computer, and
 - (d) the further server computer including terminal server software for enabling a remote desktop session to be run on the further server computer from any of the client computers, thereby allowing a user at any of the client computers to remotely run application software in the further server computer.
2. A system according to claim 1 wherein, after the user has logged on to the first server computer, the first server computer presents the user with a list of the further networks that the user is permitted to access, allowing the user to select only from that list.
3. A system according to claim 2 wherein, after the user has logged on to the further server computer, the further server computer presents the user with a list of application programs that the user is permitted to launch, allowing the user to select only from that list.

4. A system according to claim 1 wherein the first network is connected to the further networks by way of the Internet.

5. A system according to claim 1 wherein the first network is an IT support service provider's network, and each of the further networks is a customer's network.

6. A system according to claim 5 wherein the application software in the further server computer comprises support software for remotely diagnosing and repairing faults on a customer's network.

7. A method of operating computer system comprising a first network connected to a plurality of further networks, the first network including a plurality of client computers and a first server computer, and each of the further networks comprising a firewall and a further server computer, the method comprising:

- (a) providing the first server computer with permission to access the further networks through their respective firewalls;
- (b) logging on a user at any one of the client computers to the first server computer;
- (c) after the user is logged on to the first server computer, logging that user on to the further server computer through the first server computer, and
- (d) enabling a user at any of the client computers to remotely run application software in the further server computer, by way of a remote desktop session wherein the further server computer receives user input from (and returns display updates to) the client computer via the first server.